operator manual

eikon e2 Series
Models e2 & e2T(Twin)

This document includes:

- Safety Notices
- Specifications
- Installation Instructions
- Operating Instructions
- Cleaning Instructions
- Warranty Statement

P/N: 20000364
Revision: C

Merrychef USA, LLC
1111 North Hadley Road
Fort Wayne, Indiana 46804
United States of America
Technical Support Hotline: (800) 678-9511
Telephone: (260) 459-8200
www.merrychefusa.com

This manual contains important safety and installation-operation instructions. All employees should be required to read this manual before operating the unit. Failure to follow the instructions contained in this manual may cause injury or death, damage to the unit, and will void the warranty.

TABLE OF CONTENTS

PURCHASER'S RESPONSIBILITY 2
PLANNED MAINTENANCE 2
GENERAL DESCRIPTION & MAIN FEATURES 3
OVEN PLACEMENT / INSTALLATION 4
UTILITY SPECIFICATION 5
IMPORTANT SAFETY INFORMATION 6
GROUNDING INSTRUCTIONS 10
ELECTRICAL CODE REFERENCE 10
VENTILATION 10
QUICK START GUIDE: QUICK SERVICE OVEN 11
START UP 11
USING A COOKING PROGRAM 11
OPERATING GUIDE: FULL SERVICE OVEN 12
EASYTOUCH MAIN MENU & KEYBOARD SCREEN 12
PRESS & GO 12
OPERATING GUIDE: FULL SERVICE OVEN (cont'd) 13
USING A COOKBOOK PROGRAM 13
CHANGING THE OVEN TEMPERATURE 13
COOLING THE OVEN DOWN BEFORE CLEANING 14
OVEN COOL DOWN 14
PREPARING TO CLEAN THE OVEN 14
COLD OVEN CLEANING INSTRUCTIONS E2 14
TROUBLESHOOTING 16
HOW TO OBTAIN SERVICE 17
LIMITED WARRANTY 18

PURCHASER'S RESPONSIBILITY

It is the responsibility of the purchaser to:

1. See that the electric service for the oven is installed on site in accordance with the manufacturer's specification.
2. Unload, uncrate, and install the oven in its proper location in accordance with this operator manual.
3. See that the electric service is connected properly by a qualified installer of your choice. All such connections must be in accordance with applicable code requirements. Refer to Code References section for more information.

PLANNED MAINTENANCE

Although this oven has been designed to be as trouble free as possible, periodic preventive maintenance is essential in maintaining peak performance. It is necessary to keep the motors, fans, and electronics free of dirt, dust, and debris to insure proper cooling. Over-heating is detrimental to the life of all the components mentioned.

The periodic intervals for preventive cleaning may vary greatly depending on the environment in which the oven is operating.

You must discuss the need for preventive maintenance with your Factory Authorized Servicer to establish a proper program.

If there are any questions that the service agent cannot answer, please contact Merrychef USA Technical Service at (800) 678-9511.

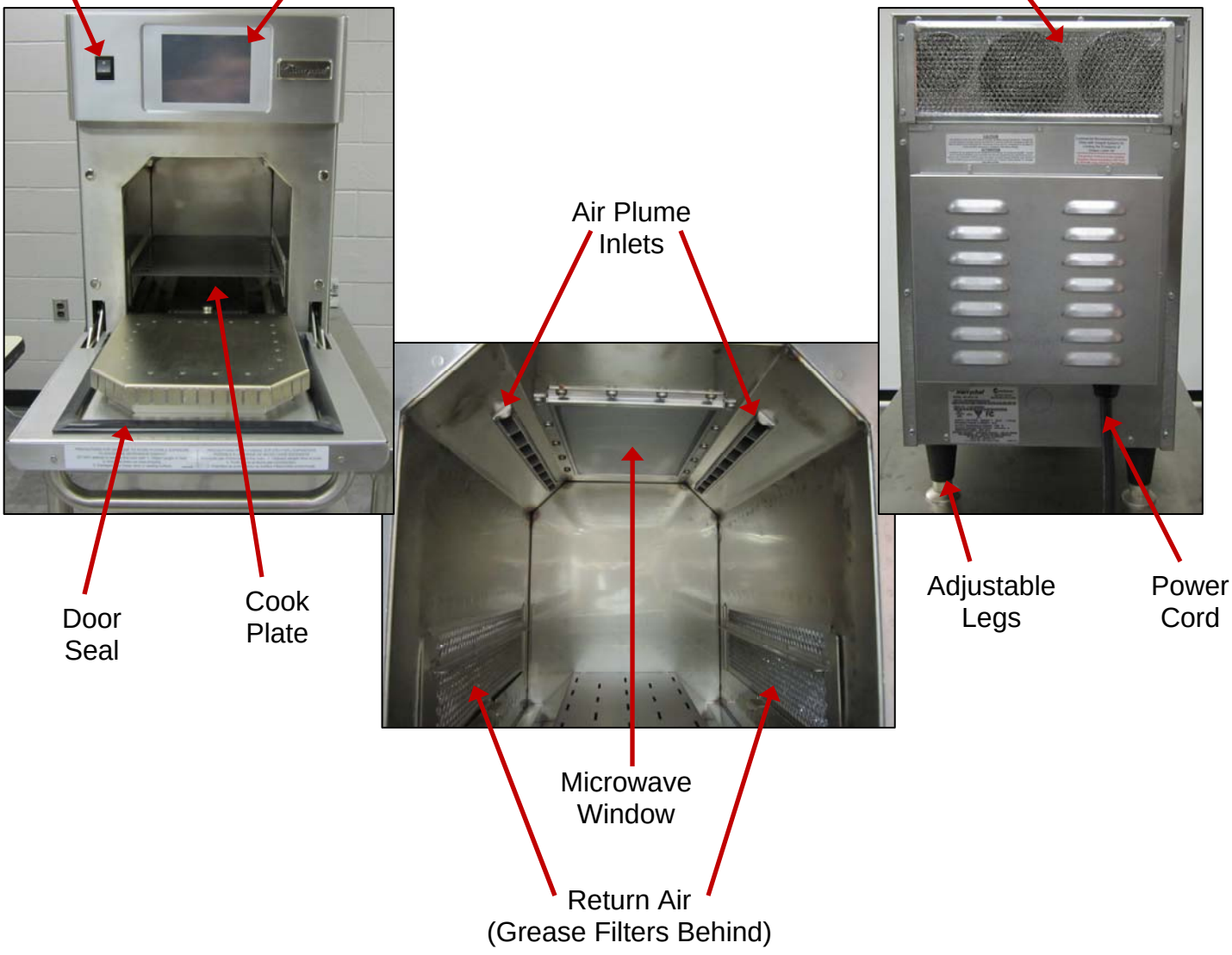
GENERAL DESCRIPTION & MAIN FEATURES

The Merrychef e2 Oven uses a new design of airflow called “Planar Plumes” to deliver a very efficient heat transfer to the product which, when combined with microwaves, allows you to cook a wide range of both chilled and frozen products in a fraction of the normal cooking time using less energy.

The unique features of its fully programmable controller allow you to develop ideal cooking profiles for every food product which can then be stored to ensure repeatability of both temperature and quality every time. The controller can store up to 1024 recipes at any one time, allowing you to store complete menus if required.

The oven takes about 20 minutes to heat up from room temperature, after which it will remain at temperature even after multiple successive cooks.

The oven can operate within a range of 212°F and 527°F. *Care must always be taken when placing product in or removing product from the oven - internal surfaces are hot!*



OVEN PLACEMENT / INSTALLATION

NOTE:

Upon receipt of this unit, immediately unpack and inspect for possible concealed shipping damage. If unit is found to be damaged, save all packing materials and contact your delivery carrier immediately. Failure to follow these instructions will negate Merrychef USA's or your ability to file claims and receive compensation for shipping damage.

IF THERE IS APPARENT DAMAGE: ***United States and Canada:*** Arrangements should be made to file a claim against the carrier. As Interstate Commerce Regulations require that the claim must be initiated by the consignee. ***All shipments to other countries****:* Freight terms will be developed and extended on an individual basis.

Proper and secure storage facilities should be arranged for the oven(s), if necessary, to protect from outdoor or damp conditions at all times before installation.

INSPECT OVEN

- Inspect oven for damage such as dents in door or inside oven cavity.
- Report any dents or breakage to source of purchase immediately. Do not attempt to use oven if damaged.
- Remove all packing materials from oven interior.
  (Note: Check all packing material as accessories may be stored in oven interior.)
- If oven has been stored in extremely cold area, wait a few hours before connecting power.

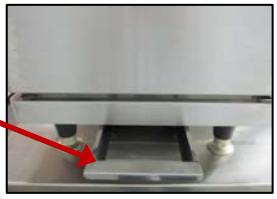
PLACING THE OVEN

- Lift the oven onto a cart. As the oven weighs 150 lbs, a two person lift is required.
- If leveling is required, rotate the inside foot of the leg as needed.
- Install the oven accessories as shown below.

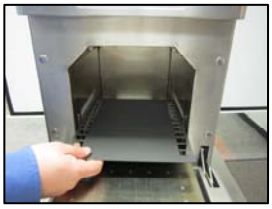
Ensure air filter is in place and properly fitted before locating the oven.

Fit drain tray on the rails under the oven.

Drip Tray



Place cook plate on its supports inside the oven.



- Position the oven with a minimum 2" (two inches) clearance on top and both sides of oven for cabinet venting.
- Outlet should be located so that plug is accessible when oven is in place.
- Required clearances must be maintained from all walls and combustible materials.
- The oven must be mounted on factory installed legs for proper air ventilation.
- Plug oven into proper power source.

NOTE:

- This oven is suitable for either 208VAC or 240VAC and will automatically adjust to suit voltage being supplied.

WARNING: To avoid risk of electric shock or death, this oven must be grounded and plug must not be altered.

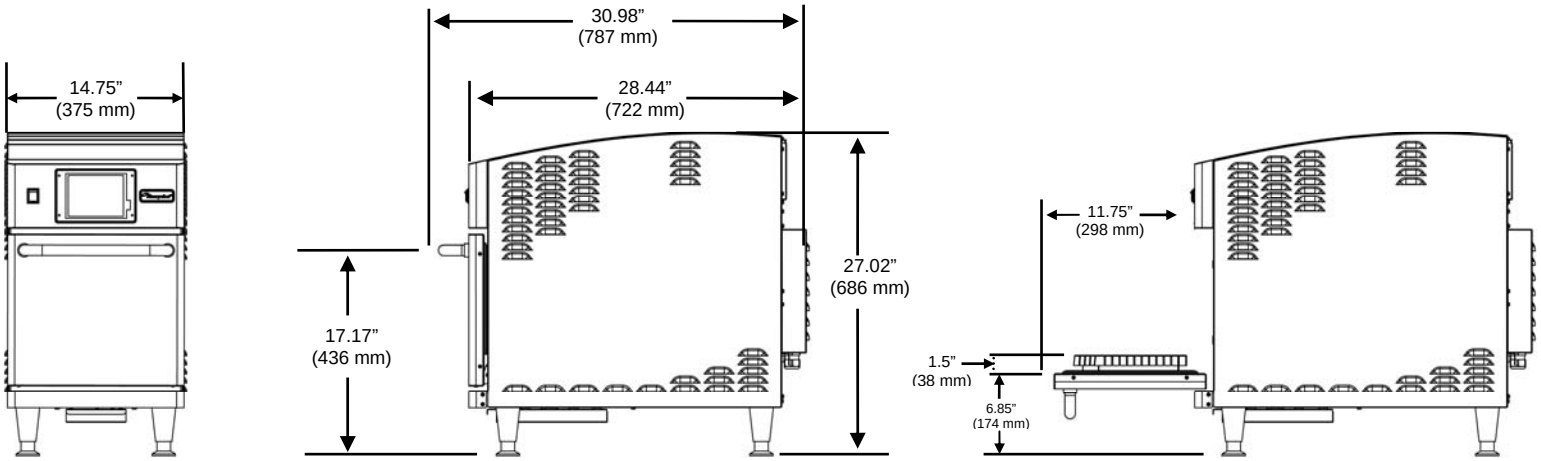
CAUTION: Do not remove legs from unit. Any attempt to operate the unit without the legs securely fastened will damage the unit and all warranty claims will be denied.

UTILITY SPECIFICATION

Eikon e2		
Overall Size		
Height (on 4” legs)	27"	686 mm
Width	14.75”	375 mm
Depth (overall without handle)	28.5”	724 mm
Depth (door open 90 degrees)	40.25”	1022 mm
Weight	150 lbs.	68 kg
Oven Cavity Dimensions		
Height	9.6”	244 mm
Width	9.6”	244 mm
Depth	12”	305 mm
Wall Clearance		
Top	2”	50.8 mm
Sides	2”	50.8 mm
Electrical Specifications		
Phase	1 ph	
Voltage	208 / 240	
Frequency	60Hz	
Amperage Requirement	20 amp	
Plug	NEMA 6-20P	
Cord Length	6’	
Max Power Rate	4015W	
Power Output (Microwave)	1000W	
Power Output (Heater)	2200W	

Eikon e2T (Twin)		
Overall Size		
Height (on 4” legs)	27"	686 mm
Width	31.5”	800mm
Depth (overall without handle)	28.5”	724 mm
Depth (door open 90 degrees)	40.25”	1022 mm
Weight	150 lbs. (each)	68 kg (each)
Oven Cavity Dimensions (per oven)		
Height	9.6”	244 mm
Width	9.6”	244 mm
Depth	12”	305 mm
Wall Clearance (per oven)		
Top	2”	50.8 mm
Sides	2”	50.8 mm
Electrical Specifications (per oven)		
Phase	1 ph	
Voltage	208 / 240	
Frequency	60Hz	
Amperage Requirement	30 amp	
Plug	NEMA 6-30P	
Cord Length	6’	
Max Power Rate	3100W	
Power Output (Microwave)	1000W	
Power Output (Heater)	2200W	

EXTERIOR DIMENSIONS (per oven)



IMPORTANT SAFETY INFORMATION

WARNING:

READ all instructions before using equipment. When using electrical appliances basic safety precautions should be followed including the following:

WARNING- To reduce the risk of burns, electric shocks, fire injury to persons, or exposure to excessive microwave energy **READ AND FOLLOW** the specific **PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY** on page 7.

This equipment **MUST BE GROUNDED**. Connect only to a properly grounded outlet. See **GROUNDING INSTRUCTIONS** on page 10.

Install or locate the equipment **ONLY** in accordance with the installation instructions in this manual.

Some products such as whole eggs or sealed containers – for example, closed glass jars – are able to explode and **SHOULD NOT** be **HEATED** in this oven.

Use this equipment **ONLY** for its intended use as described in this manual. Do not use corrosive chemicals or vapors in this equipment. This type of oven is specifically designed to heat or cook. It is not designed for industrial or laboratory use.

When cleaning surfaces of door and oven that come together on closing the door, use only mild, non abrasive soaps or detergents, applied with a sponge or soft cloth. See **CLEAN THE OVEN** instructions on page 14.

As with any equipment, **CLOSE SUPERVISION** is necessary when used by children.

DO NOT heat baby bottles in oven. Baby food jars shall be open when heated and contents stirred or shaken before consumption, in order

DO NOT operate this equipment if it has a damaged cord or plug, if it is not working properly or if it has been damaged or dropped.

This equipment including the power cord must be serviced ONLY by qualified service personnel. Special tools are required to service the equipment. Contact the nearest authorized service facility for examination, repair or adjustment.

DO NOT cover or block any opening on the oven.

DO NOT store this appliance outdoors. DO NOT use this product near water – for example, near a kitchen sink, in a wet basement, near a swimming pool, or similar locations.

DO NOT immerse cord or plug in water.

Keep cord **AWAY** from **HEATED** surfaces.

DO NOT let cord hang over edge of table or counter. For commercial use only.

DO NOT insert oversized foods or oversized utensils in a microwave/convection oven as they may create a fire, an electrical arc, or risk of electrical shock.

DO NOT clean with metal scouring pads. Pieces can break off the pad and touch electrical parts involving risk of electrical shock.

DO NOT use paper products not intended for cooking when equipment is operated in convection or combination mode.

DO NOT store any materials, other than manufacture's recommended accessories, in this equipment when not in use.

DO NOT cover racks or any other part of the oven with metal foil. Airflow restriction will cause overheating of the oven.

IMPORTANT SAFETY INFORMATION

WARNING:

To avoid risk of fire in the oven cavity:

DO NOT overcook food. Carefully attend oven when paper, plastic, or other combustible materials are placed inside the oven to facilitate cooking.

Remove wire twist–ties from paper or plastic bags before placing bag in oven.

If materials inside the oven ignite, keep oven door CLOSED, turn oven off and disconnect the power cord, or shut off power at the fuse or circuit breaker panel.

DO NOT use the cavity for storage. **DO NOT** leave paper products, cooking utensils, or food in the cavity when not in use.

Liquids such as water, coffee, or tea can be overheated beyond the boiling point without appearing to be boiling due to surface tension of the liquid. Visible bubbling or boiling when the container is removed from the microwave oven is not always present. THIS COULD RESULT IN VERY HOT LIQUIDS SUDDENLY BOILING OVER WHEN A SPOON OR OTHER UTENSIL IS INSERTED INTO THE LIQUID.

To reduce the risk of injury to persons:

Do not overheat the liquid.

Stir the liquid both before and halfway through heating it.

Do not use straight-sided containers with narrow necks. After heating, allow the container to stand in the microwave oven for a short time before removing the container. Use extreme care when inserting a spoon or other utensil into the container.

PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY

Do Not Attempt to operate this oven with the door open as open door operation could result in harmful exposure to microwave energy. It is important not to defeat or tamper with the safety interlocks.

Do Not Place any object between the oven front face and the door or allow soil or cleaner residue to accumulate on sealing surfaces.

Do Not Operate the oven if it is damaged. It is important that the oven door close properly and there is no damage to the:

(1) Door (bent)
(2) Hinges or latches (broken or loosened)
(3) Door seals and sealing surfaces

The Oven Should Not be adjusted or repaired by anyone except properly qualified personnel.

IMPORTANT SAFETY INFORMATION

CAUTION:

Do not deep fat fry in oven. Fat could overheat and be hazardous to handle.

Do not cook or reheat eggs in shell or with an unbroken yolk using microwave energy. Pressure may build up and erupt. Pierce yolk with fork or knife before cooking.

Pierce skin of potatoes, tomatoes, and similar foods before cooking with microwave energy. When skin is pierced, steam escapes evenly.

Do not pop popcorn in this oven.

Do not use regular cooking thermometers in this oven when cooking in microwave or combination mode. Most cooking thermometers contain mercury and may cause an electrical arc, malfunction, or damage to oven.

Do not use metal utensils in oven except when recommended by microwave food manufactures or recipe requires metal utensils in convection or combination mode. Heat food in containers made of glass or china if possible.

Never use paper, plastic, or other combustible materials that are not intended for cooking. If oven temperature is high, material may ignite.

Oven temperature is at least 150ºF in convection mode. Verify plastic, paper or other combustive materials are recommended by the manufacturer to withstand the minimum oven temperature.

When cooking with paper, plastic, or other combustible materials, follow manufacturer's recommendations on product use.

Do not use paper towels, which contain nylon or other synthetic fibers. Heated synthetics could melt and cause paper to ignite.

Do not heat sealed containers or plastic bags in oven. Food or liquid could expand quickly and cause container or bag to break. Pierce or open container or bag before heating.

Racks, utensils, rack guides, and oven surfaces may become hot during or after use. Use utensils or protective clothing, like pan grips or dry oven mitts, when necessary to avoid burns.

Do not unplug oven immediately after use. Internal fan must cool oven to avoid damage of electrical components.

To avoid pacemaker malfunction, consult physician or pacemaker manufacture about effects of microwave energy on pacemaker.

IMPORTANT SAFETY INFORMATION

CAUTION:

UNPACKING OVEN

- Inspect oven for damage such as dents in door or inside oven cavity.
- Report any dents or breakage to source of purchase immediately. Do not attempt to use oven if damaged.
- Remove all materials from oven interior.
- If oven has been stored in extremely cold area, wait a few hours before connecting power.

RADIO INTERFERENCE

- Microwave operation may cause interference to radio, television, or similar oven. Reduce or eliminate interference by doing the following:
  - Clean door and sealing surfaces of oven according to instructions in Cleaning Instructions section.
  - Place radio, television, etc. as far away from oven as possible.
  - Use a properly installed antenna on radio, television, etc. to obtain stronger signal reception.

OVEN PLACEMENT

- Do not install the oven next to or above a heat source such as a pizza oven or deep fat fryer. This could cause microwave oven to operate improperly and could shorten life of electrical parts.
- Install oven on level countertop surface.
- If provided, place warning label in a conspicuous place close to microwave oven.
- Oven should be located so that plug is accessible when oven is in place.
- The switching operation of this microwave oven can cause voltage fluctuations on the supply line. The operation of this oven under unfavorable voltage supply conditions can have adverse effects. This device is intended for the connection to a power supply system with maximum permissible system impedance Zmax of 1.1 Ohm at the interface point of the user's supply. The user has to ensure that this device is connected only to a power supply system, which fulfills the requirement above. If necessary, the user can ask the public power supply company for the system impedance at the interface point.

SAVE THESE INSTRUCTIONS

GROUNDING INSTRUCTIONS

WARNING:	If the supply cord appears to be damaged, do not attempt to operate unit. Contact a service agent or qualified electrician to repair.

WARNING ***DOMESTIC:***	This appliance is equipped with a three-prong or four-prong (grounding) plug for your protection against shock hazard and should be plugged directly into a properly grounded receptacle. Do not cut or remove the grounding prong from this plug.

WARNING:	This appliance must be properly grounded at time of installation. Failure to ensure that this equipment is properly grounded can result in electrocution, dismemberment or fatal injury.

- Oven MUST be grounded.
- Grounding reduces risk of electric shock by providing an escape wire for the electric current if an electrical short occurs. This oven is equipped with a cord having a grounding plug. The plug must be plugged into an outlet that is properly installed and grounded.
- Consult a qualified electrician or serviceman if grounding instructions are not completely understood or if doubt exists as to whether the oven is properly grounded.
- Do not use an extension cord. If the product power cord is too short, have a qualified electrician install an outlet near the appliance. This oven should be plugged into a separate circuit with the electrical rating as provided in product specifications.

ELECTRICAL CODE REFERENCE

IN USA
When installed, this appliance must be electrically grounded and its installation must comply with the National Electric Code, ANSI-NFPA 70, latest edition, the Manufacturer's Installation Instructions, and applicable municipal building codes.

IN CANADA
All electrical connections are to be made in accordance with CSA C22.1 – Canadian Electrical Code Part 1 and/or local codes.

ALL OTHER COUTRIES
Local electrical codes will prevail.

1. All pole disconnection switch 3mm open contact distance.
2. To prevent electrical shock, an equal potential bonding ground-lug is provided in the back. This allows the oven to be connected to an external bonding system.
3. When used as a double-stack (if applicable) and each oven has its own disconnection switch, all switches should be closed together.

VENTILATION

Ventilation is not required but local codes prevail. These are the "authority having jurisdiction" as stated by the NATIONAL FIRE PROTECTION ASSOCIATION, INC. in NFPA 96, latest edition.

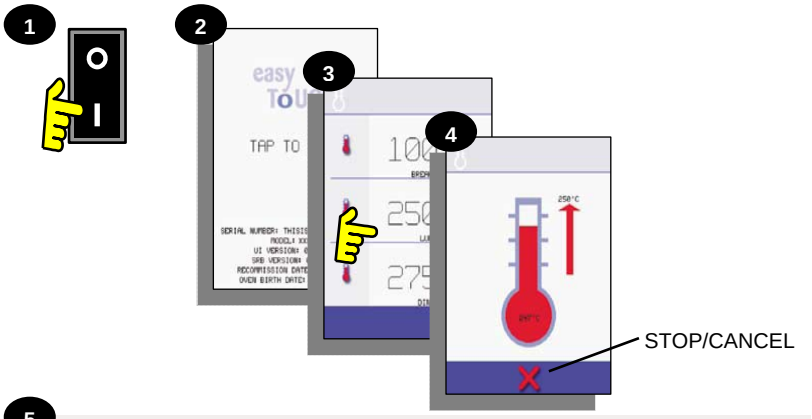
QUICK START GUIDE: QUICK SERVICE OVEN

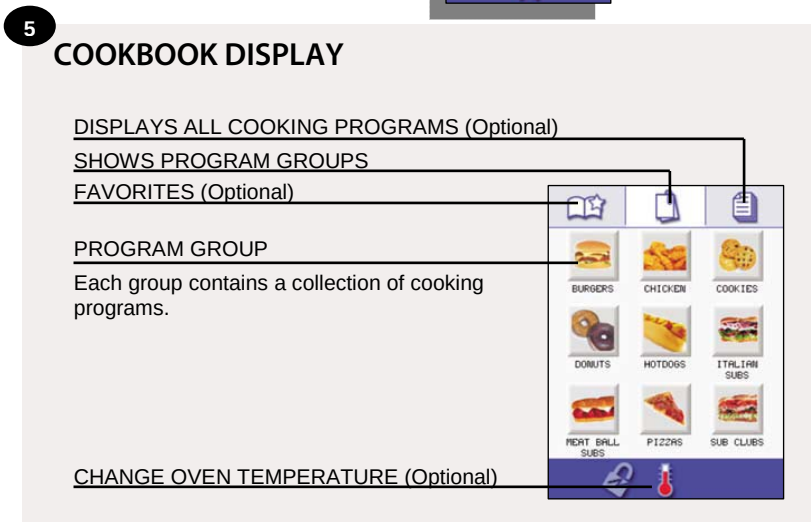
Note: The easyToUCH screen display, layout and icons shown herein, are for guidance purposes only and are not intended to be an exact representation of those supplied with the oven.

START UP

1. Switch the oven on;
   Make all the relevant safety checks and ensure the oven is clean and empty before pressing the oven switch down to activate the oven.
2. The easyToUCH screen illuminates with the display briefly showing the serial number and oven data. Lightly tap the screen once to freeze the display, tap again to continue.
3. When the oven is setup with two or more preheating temperatures a choice is displayed.

   Scroll arrows at the bottom of the screen indicates there are more temperature choices not shown on screen, if necessary, use the scroll arrows, then select the temperature required to start preheating the oven.
4. During preheating the display shows the progress as the oven heats up to the set temperature. (To stop the oven heating, touch the red 'X' symbol.)
5. The oven is ready to use when the 'COOKBOOK' is displayed.



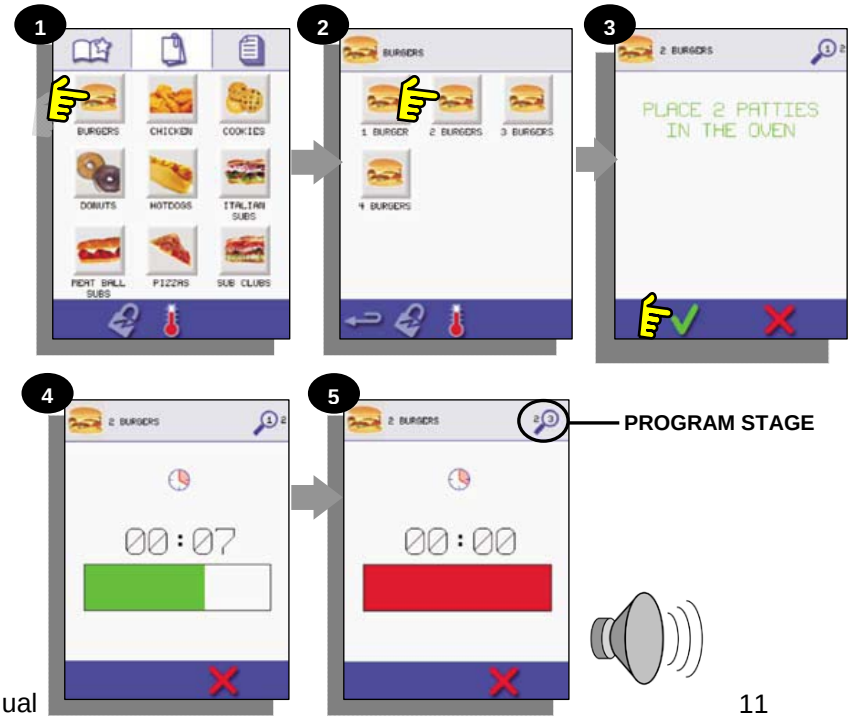


USING A COOKING PROGRAM

WARNING: Taking all the necessary precautions to ensure you do not burn yourself, open the oven door to place the food into the hot oven and close the door.

1. Select a program group, for example, 'BURGERS' to display the individual looking programs.
2. Select a cook program to start, for example, 2 BURGERS.
3. Follow instructions if displayed on the screen and touch the green 'check mark' to cook.
4. The cooking time counts down for each program stage.
5. When the program ends a red bar is displayed usually with an audible sound - open the door or touch the red 'X' to return to the cook program.

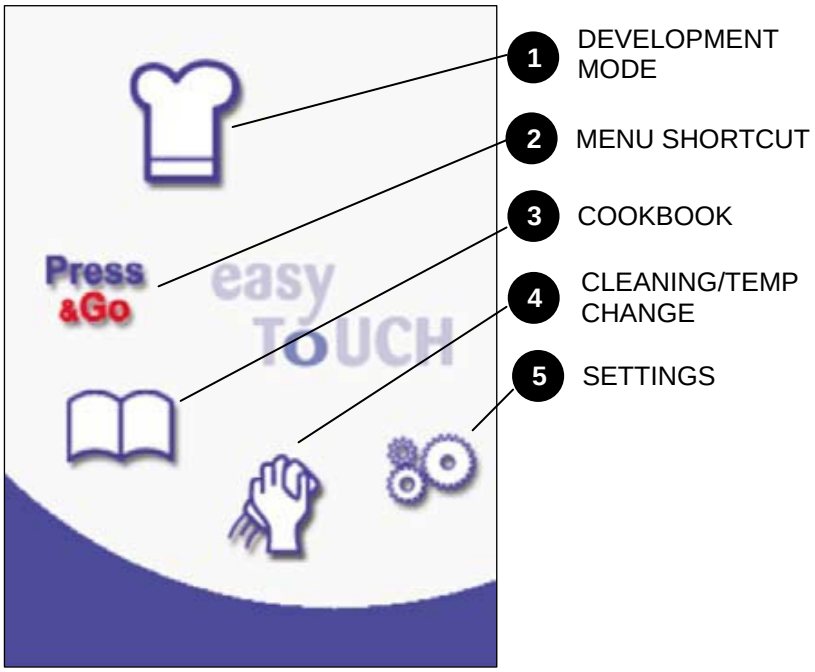
   Note: *Opening the oven door during cooking stops the cooking program and displays a warning. Closing the door allows the user to continue or cancel the cooking program.*



OPERATING GUIDE: FULL SERVICE OVEN

EASYTOUCH MAIN MENU & KEYBOARD SCREEN

1. **DEVELOPMENT MODE** enables multistage cooking programs to be developed, then store under a name and symbol for reuse.
2. **PRESS & GO** allows quick access to use the cooking programs that are already stored.
3. **COOKBOOK** contains the oven's cooking programs. It displays Favorites, Cooking Program Groups and a complete listing of all cooking programs available.
4. **CLEANING/TEMP CHANGE** allows the oven temperature to be changed and the oven to be prepared for cleaning with reminders displayed to assist during the cleaning process.
5. **SETTINGS** are used to control the oven settings and functions including time and language, loading cooking programs and for service and maintenance purposes.
6. **KEYBOARD SCREEN** is used to enter an authorized password to enter data for programs and may restrict operator access to some functions.



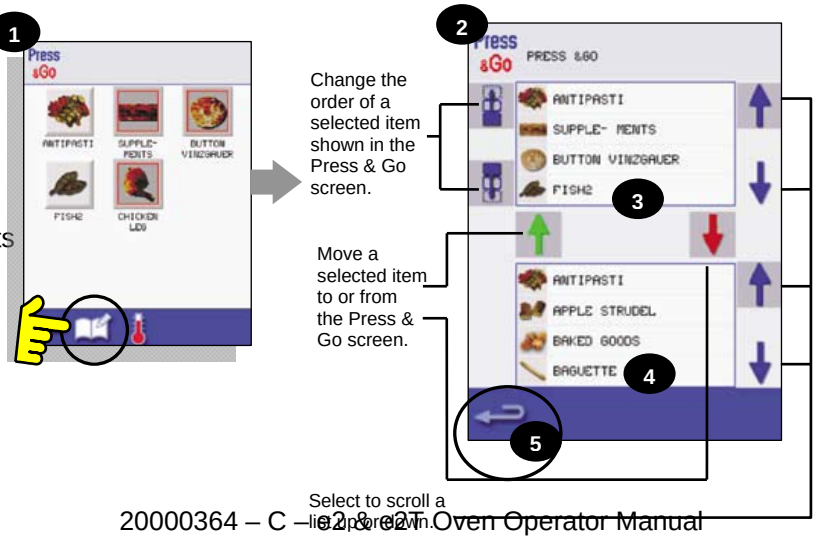
PRESS & GO

Running a cooking program from the Press & Go menu:

1. Select 'PRESS & GO' from the main menu screen.
2. Select the item required to cook.
3. The display shows the temperature, cooking time, fan speed and microwave power while the timer counts down. The timer bar turns red to indicate the cooking cycle has finished.

Choosing which cooking programs are shown in the 'PRESS & GO' menu screen.

1. After selecting 'PRESS & GO' from the main menu screen, select the EDIT symbol.
2. Two lists are displayed, the 'PRESS & GO' menu items are shown in the upper list and the lower list shows other menu items which are available. Both lists can be scrolled up or down using the arrows on the extreme right.
3. Select an item, then choose whether to change its order within the menu or to remove it into the lower list.
4. Select an item to move into the upper list, making it available in the 'PRESS & GO' menu.
5. Select backspace to return to the menu screen when finished.



OPERATING GUIDE: FULL SERVICE OVEN (cont'd)

USING A COOKBOOK PROGRAM

WARNING: ENSURE THERE IS FOOD PRODUCT IN THE OVEN BEFORE STARTING A COOKING PROGRAM.

To find the required Program in the cookbook:

1. Select 'COOKBOOK' from the main menu screen.
2. Select the ALL MENUS symbol.
3. Use scroll up/down arrows to find the program.
   ***NOTE*:** If an image has a red line around it the oven temperature is set too high or too low for that recipe. See 'CHANGING THE OVEN TEMPERATURE'.

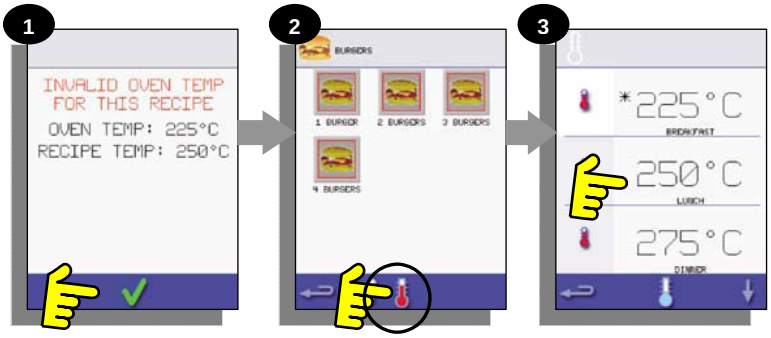
Taking all the necessary precautions to ensure you do not burn yourself, place the food product into the hot oven cavity and close the door.

WARNING: HOT SURFACE HAZARD

4. Select the required cooking program to start cooking. For example, '1 BURGER'.
5. The program either starts immediately displaying a countdown timer, or an instruction is displayed first; follow the stage instruction then select OK to Start cooking. If the oven door is not opened within 30 seconds a warning message appears.
6. The cooking timer counts down to zero and makes a sound to indicate an operator action is required at the end of a cooking stage or the end of a cooking program. Once the cooking program has finished, opening the oven door to remove the food returns the display to the 'COOKBOOK' screen.
   Note: *Opening the oven door during cooking stops the cooking program and displays a warning. Closing the door allows the user to continue or cancel the cooking program.*
   To check the oven temperature when cooking, lightly tap the temperature displayed, the oven cavity temperature is shown with an asterisk.

CHANGING THE OVEN TEMPERATURE

1. Take note of the temperature required for the recipe and select OK.
2. Select the temperature symbol.
3. An asterisk next to the number indicates the present oven temperature; select the required oven temperature for the recipe. Once the oven is at the required temperature continue from selecting the 'COOKBOOK' in step 1.

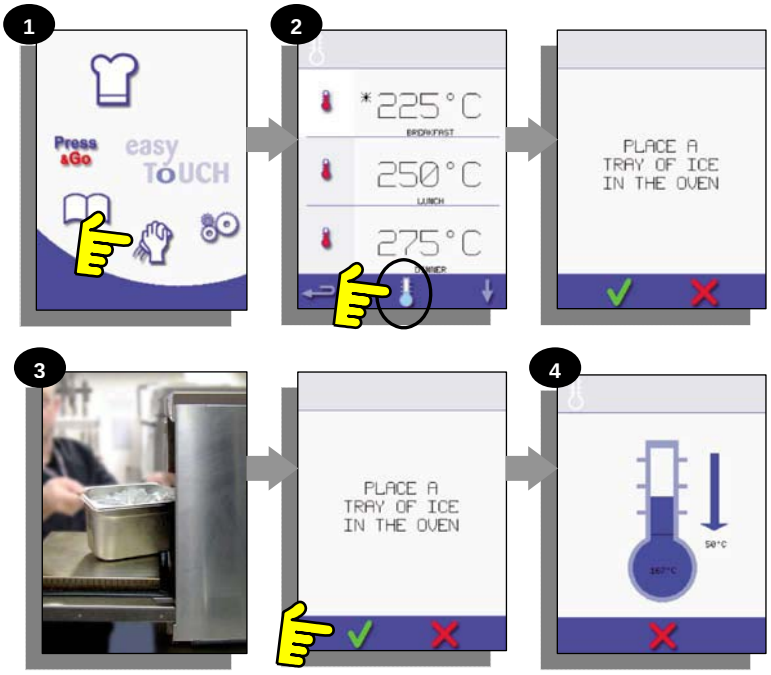


COOLING THE OVEN DOWN BEFORE CLEANING

OVEN COOL DOWN

WARNING: THE OVEN MUST BE COOLED DOWN BEFORE THE CLEANING PROCESSES ARE CARRIED OUT.

1. In Full Serve mode, select the CLEANING symbol from the main menu.
2. In Full or Quick Serve mode, select the blue thermometer symbol to disable heating and start the cooling cycle.
3. Taking all necessary precautions place a suitable heaped container of ice, into the hot oven cavity. Select the OK symbol to continue.
4. The cooling progress is displayed and takes approximately 30 minutes.
5. The oven is now ready for cleaning. Select OK on the screen after completing each stage.



PREPARING TO CLEAN THE OVEN

For the oven to operate at peak efficiency, the cavity, door, air filter and grease filter must be kept clean.

A daily cleaning routine will ensure that you comply with the required hygiene standards and will help to maintain and prolong the efficiency of your oven.

Equipment required (not supplied):
Non-caustic proprietary branded oven cleaner, heat proof gloves, protective rubber gloves, non–abrasive nylon scrub pad, cleaning towel and cloths, eye protection and dust mask (optional).

CAUTION: **Wear protective rubber gloves when cleaning the oven.**
NEVER use sharp implements or harsh abrasives on any part of the oven.

WARNING: **DO NOT use caustic cleaners on any part of the oven or oven cavity as it will cause permanent damage to the Catalytic Convertors**

Complete COOL DOWN procedure and allow the oven and accessories to cool before commencing cleaning.

CAUTION: **DO NOT use tools**

Cold oven CLEANING INSTRUCTIONS e2

1. Remove the air filter from the back of the oven.
2. Open the oven door, remove the cook plate, bottom jet plate, and grease filters.
   Wash all parts in warm soapy water. Wash off using a clean cloth and plenty of clean, warm water.
   Dry by using a fresh, clean cloth.

COOLING THE OVEN DOWN BEFORE CLEANING (cont'd)

Cold oven CLEANING INSTRUCTIONS e2 (cont'd)

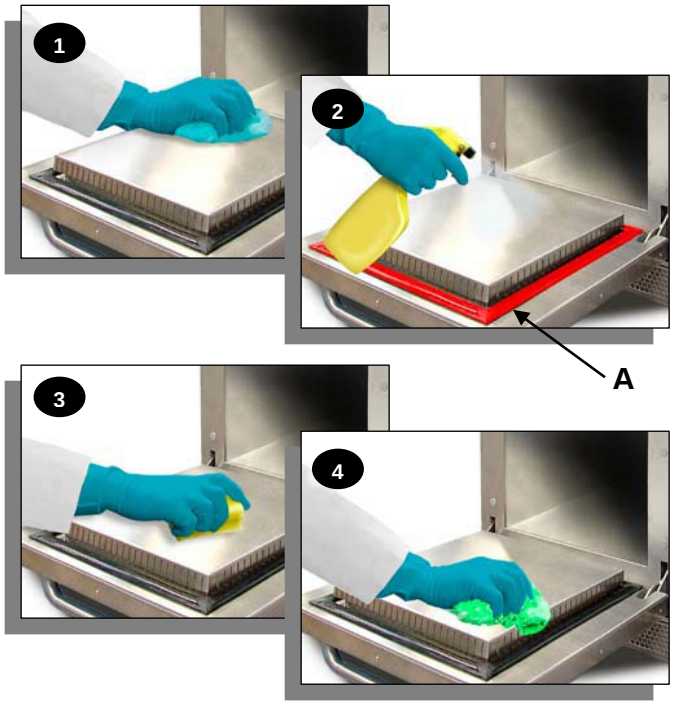
3. Remove any spillages with disposable paper wipes.

   Use a dry clean brush to remove any food particles from between the oven floor and the inside of the front door.
4. Wear protective rubber gloves and protective glasses, carefully spray a non-caustic proprietary branded Oven Cleaner onto all the internal surfaces of the oven except the door seal (A).
5. For difficult areas, leave to soak for 10 minutes with the oven door open.

   Use a non–abrasive nylon scrub pad/sponge to clean the cavity, roof and the inside of the door. Do not scrub the door seal or use metallic scourers.
6. Wash off using a clean cloth and plenty of clean warm water and dry using a fresh clean cloth or paper towel.

   Replace all the cleaned oven parts.

   Close the oven door and wipe the outside of the oven with a damp cloth.



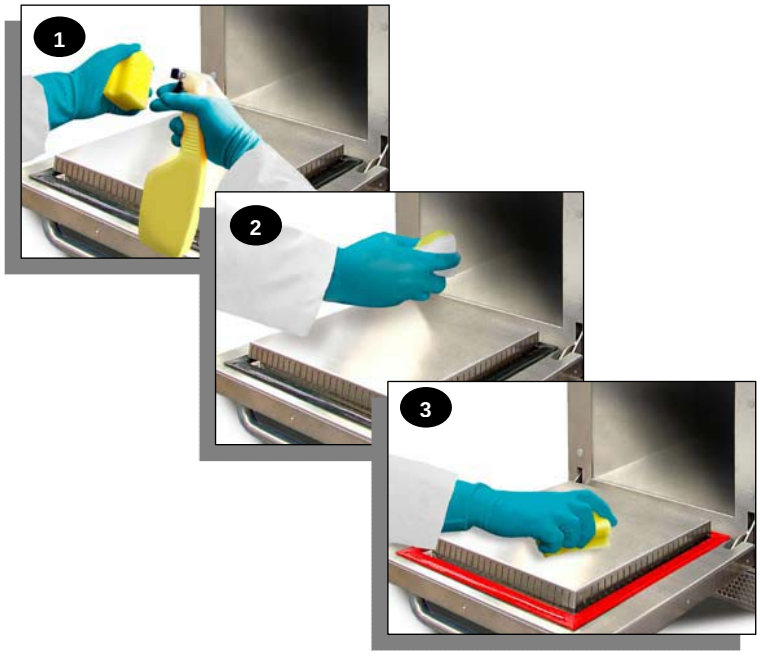
WARNING: DO NOT USE OVEN WITHOUT A CLEAN AIR FILTER IN PLACE

APPLY OVEN PROTECTOR:

1. Only apply to a clean oven. Spray proprietary branded Oven Protector onto a sponge.
2. Spread Oven Protector lightly onto all internal surfaces of the oven.
3. Spread Oven Protector lightly onto the internal surface of the oven door avoiding the door seal.

   Switch on the oven and preheat. When the oven has reached operating temperature it will take about 30mins to cure the Oven Protector.

Note: Oven protector turns light brown when cured.



TROUBLESHOOTING

Although every effort is made to ensure your oven will continue to perform to a high standard, please check the chart to see if the problem can be easily resolved before contacting your service agent.

PROBLEM	PROBABLE CAUSE	REMEDY
The oven does not work and the display screen is blank	The oven has no power	Check if there is a power cut. Check the isolator switch is ON or the oven is plugged in correctly. Check the oven switch is ON.
Some screen controls do not work	Unauthorized access	Contact the authorized user.
Display warning message that the door is open	Oven door not closed	Remove any restriction and close the oven door.
The oven does not cook the food correctly	Oven not clean Food not at correct temperature Modified or wrong program selected Food wrapped Food removed early	Clean the oven (see cleaning). Use the correct cooking program. Unwrap food for non-microwave cooking. Check all the cooking stages have been followed correctly.
The oven does not finish cooking	Oven not clean Food not at correct temperature Modified or wrong program selected Food wrapped Food removed early	Close oven door. Refit air filter. Allow the oven to cool down, if overheated. Check and remove any restrictions around the air vents.
Display shows an error code	Oven malfunction	Note the error code and contact your Service Agent.

HOW TO OBTAIN SERVICE

If the oven fails to operate, check the circuit breaker to be sure it is turned on. Contact Merrychef USA at (800)678-9511 for the name and phone number of the nearest Factory Authorized Servicer.

LIMITED WARRANTY FOR COMMERCIAL PRODUCTS

LIMITED WARRANTY
Merrychef USA, ("Merrychef") warrants this product to be free from defects in material and workmanship for a period of one (1) year from the date the product is installed or eighteen months (18) months from the date of shipment from our facility, whichever comes first.

During the warranty period, Merrychef shall, at Merrychef's option, repair or replace parts determined by Merrychef to be defective in material or workmanship, and with respect to services, shall re-perform any defective portion of said services. The foregoing shall be the sole obligation of Merrychef under this Limited Warranty with respect to the equipment, products and services. With respect to equipment, materials, parts and accessories manufactured by others, Merrychef's sole obligation shall be to use reasonable efforts to obtain the full benefit of the manufacturer's warranties. Merrychef shall have no liability, whether in contract, tort, negligence, or otherwise, with respect to non-Merrychef manufactured products.

WHO IS COVERED
This Limited Warranty is available only to the original purchaser of the product and is not transferable.

EXCLUSIONS FROM COVERAGE
• Repair or replacement of parts required because of misuse, improper care or storage, negligence, alteration, accident, use of incompatible supplies or lack of specified maintenance shall be excluded
• Normal maintenance items, including but not limited to, light bulbs, fuses, gaskets, door seals, O-rings, air filters, interior and exterior finishes, lubrication, de-liming, broken glass, etc.
• Failures caused be erratic voltages
• Improper or unauthorized repair
• Changes in adjustment and calibration after ninety (90) days from equipment installation date
• This Limited Warranty will not apply to any parts subject to damage beyond the control of Merrychef, or to equipment which has been subject to alteration, misuse or improper installation, accidents, damage in shipment, fire, floods, power changes, other hazards or acts of God that are beyond the control of Merrychef.
• This Limited Warranty does not apply, and shall not cover any products or equipment manufactured or sold by Merrychef when such products or commercial equipment is installed or used in a residential or non-commercial application. Installations not within the applicable building or fire codes render this Limited Warranty and any responsibility or obligations associated therein null and void. This includes any damage, costs or legal actions resulting from the installation of any Merrychef commercial cooking equipment in a non-commercial application or installation, where the equipment is being used for applications other than those approved for by Merrychef.

• If any product is cleaned without using an approved Merrychef cleaning solution, this Limited Warranty shall be voided.

LIMITATIONS OF LIABILITY
The preceding paragraphs set forth the exclusive remedy for all claims based on failure of, or defect in, products or services sold hereunder, whether the failure or defect arises before or during the warranty period, and whether a claim, however instituted, is based on contract, indemnity, warranty, tort (including negligence), strict liability, implied by statute, common-law or otherwise, and Merrychef its servants and agents shall not be liable for any claims for personal injuries or consequential damages or loss, howsoever caused. Upon the expiration of the warranty period, all such liability shall terminate. THE FOREGOING WARRANTIES ARE EXCLUSIVE AND IN LEIU OF ALL OTHER WARRANTIES, WHETHER WRITTEN, ORAL, IMPLIED OR STATUTORY. NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE SHALL APPLY, MERRYCHEF DOES NOT WARRANT ANY PRODUCTS OR SERVICES OF OTHERS.

REMEDIES
The liability of Merrychef for breach of any warranty obligation hereunder is limited to: (i) the repair or replacement of the equipment on which the liability is based, or with respect to services, re-performance of the services; or (ii) at Merrychef's option, the refund of the amount paid for said equipment or services.
Any breach by Merrychef with respect to any item or unit of equipment or services shall be deemed a breach with respect to that item or unit or service only.

WARRANTY CLAIM PROCEDURE
Customer shall be responsible to:
• Immediately advise the Dealer or Merrychef's Authorized Service Agent of the equipment serial number and the nature of the problem.
• Verify the problem is a factory responsibility. Improper installation or misuse of equipment, are not covered under this Limited Warranty.
• Cooperate with the Service Agency so that warranty service may be completed during normal working hours.

GOVERNING LAW
For equipment, products and services sold in the United States this Limited Warranty shall be governed by the laws of the state of Delaware, USA, excluding their conflicts of law principles. The United Nations Convention on Contracts for the International Sale of Goods is hereby excluded in its entirety from application to this Limited Warranty.

Merrychef USA
1111 North Hadley Road
Fort Wayne, Indiana 46804
USA

THIS PAGE INTENTIONALLY LEFT BLANK

Merrychef

Manitowoc

Manitowoc STAR CERTIFIED SERVICE AND PARTS